

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	10548687
<b>Application Number:</b>	10645438
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	7992
<b>Title of Invention:</b>	MANAGEMENT OF QUEUES IN CONTACT CENTRES
<b>First Named Inventor/Applicant Name:</b>	Tony McCormack
<b>Customer Number:</b>	23644
<b>Filer:</b>	William M. Lee/Maggie Ballesteros
<b>Filer Authorized By:</b>	William M. Lee
<b>Attorney Docket Number:</b>	920673-94702
<b>Receipt Date:</b>	19-JUL-2011
<b>Filing Date:</b>	21-AUG-2003
<b>Time Stamp:</b>	12:35:49
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$1810
RAM confirmation Number	11136
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part /.zip	Pages (if appl.)
1	Issue Fee Payment (PTO-85B)	94702issuefee.pdf	2044154 cf29e67ecede6d4a60e0572463aa520f6f6b 4a9	no	1

### Warnings:

### Information:

2	Fee Worksheet (SB06)	fee-info.pdf	32106 cc6374fcd0096a1901536d33cb41189d2fd0 39e2	no	2
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### Warnings:

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Total Files Size (in bytes):

2076260

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### New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

### National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

### New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.